# Connect your Mac to the UoE Secure Wireless Network

*The University has several wireless networks available, but the preferred one is UoE_Secure. This encrypts all traffic so that your confidential data and passwords are secure.*

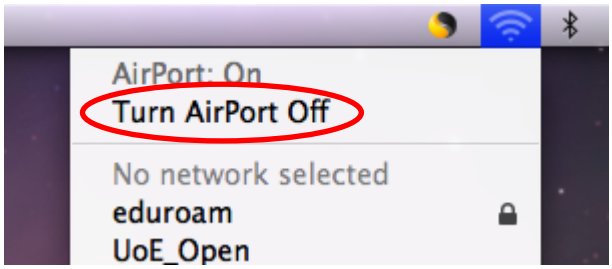
**Important**

**If you are using Mac OS X Lion and are having connection issues, please see this troubleshooting section first: Otherwise, you can skip to Section 2.**

# Section 1: Troubleshooting

- **We are aware of an issue where users running OS X Lion are sometimes unable to authenticate to the University Network. This seems to affect OS X Lion when trying to connect to wireless networks requiring web browser based authentication.**

1. **Turn Airport off and reboot the Mac. Please ensure Airport remains turned off once the Mac has rebooted. To turn Airport off click on the wireless icon on the top right hand side of the screen and choose turn Airport off**

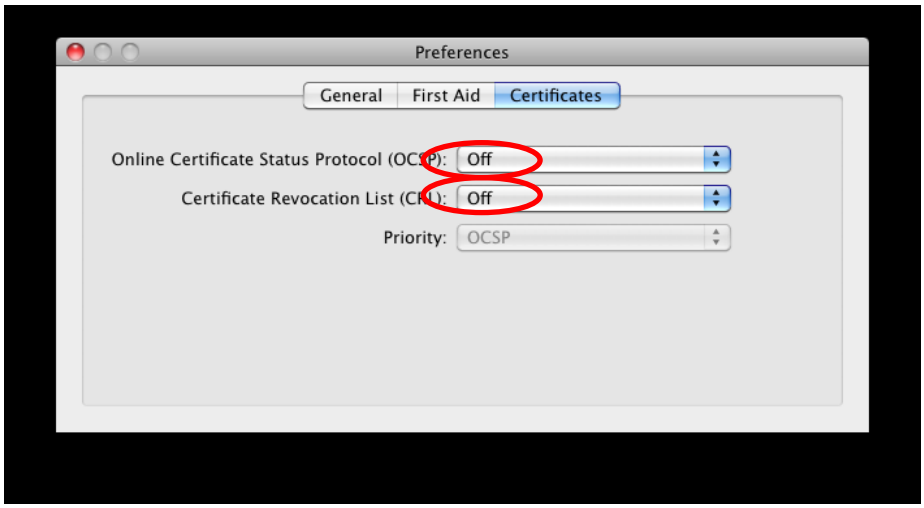



2. **Open the Applications folder and click Utilities. ("Applications" is typically the "A" folder icon found on the bottom right of the screen).**

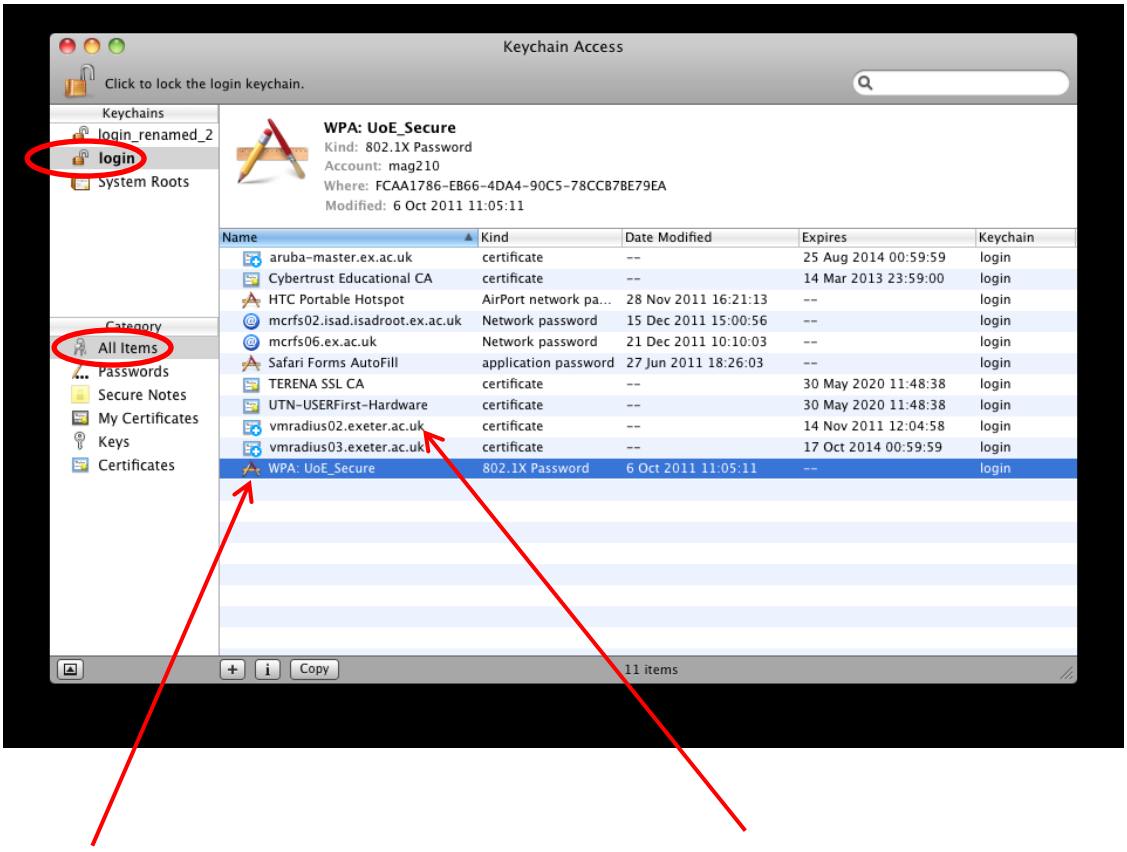
3. **Open Keychain Access**

4. **In the Keychain Access menu at the top left hand side of the screen choose "Preferences..."**

5. **Go to the pane labelled "Certificates." Check the first two items there. (Online Certificate Status Protocol and Certificate Revocation List). Both should be "Off." If they say "best effort", change them to "Off."**




6. **Return to the main Keychain screen click the "Login" Keychain on the top left hand side. (See screenshot below). Ensure that "All Items" is also selected.**

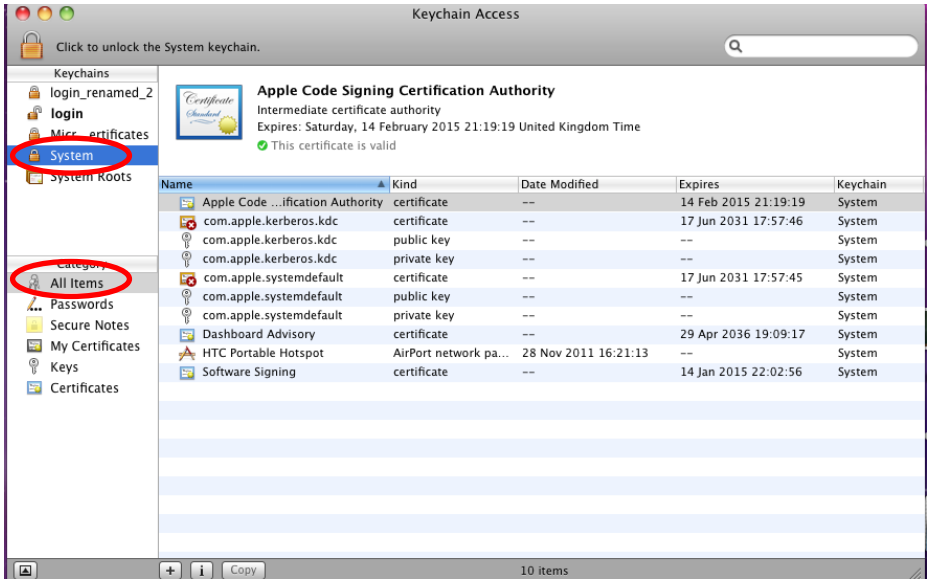

Keychain Access
Click to lock the login keychain.
Keychains
login_renamed_2
login
System Roots
Category
All Items
Passwords
Secure Notes
My Certificates
Keys
Certificates
WPA: UoE_Secure
Kind: 802.1X Password
Account: mag210
Where: FCAA1786-EB66-4DA4-90C5-78CCB7BE79EA
Modified: 6 Oct 2011 11:05:11
Name
Kind
Date Modified
Expires
Keychain
aruba-master.ex.ac.uk certificate -- 25 Aug 2014 00:59:59 login
Cybertrust Educational CA certificate -- 14 Mar 2013 23:59:00 login
HTC Portable Hotspot AirPort network pa... 28 Nov 2011 16:21:13 -- login
mcrfs02.isad.isadroot.ex.ac.uk Network password 15 Dec 2011 15:00:56 -- login
mcrfs06.ex.ac.uk Network password 21 Dec 2011 10:10:03 -- login
Safari Forms AutoFill application password 27 Jun 2011 18:26:03 -- login
TERENA SSL CA certificate -- 30 May 2020 11:48:38 login
UTN-USERFirst-Hardware certificate -- 30 May 2020 11:48:38 login
vmradius02.exeter.ac.uk certificate -- 14 Nov 2011 12:04:58 login
vmradius03.exeter.ac.uk certificate -- 17 Oct 2014 00:59:59 login
WPA: UoE_Secure 802.1X Password 6 Oct 2011 11:05:11 -- login
Copy
11 items

7. **If there are any University of Exeter entries, you will need to remove them so that the Mac can get new versions when it connects to the network. Click on the entry to highlight it, on the Menu at the top of the screen click "Edit" then click "Delete" Repeat this for all University of Exeter entries.**

**University of Exeter Network entries:**

- **WPA: UoE_Secure**
- **vmradius03.exeter.ac.uk**
- **vmradius02.exeter.ac.uk**
- **aruba-master.ex.ac.uk**

8. **Once you have done this, we just need to check the System Key Chain and ensure that no Exeter entries are in here as well. Click on System and ensure All Items is selected.**

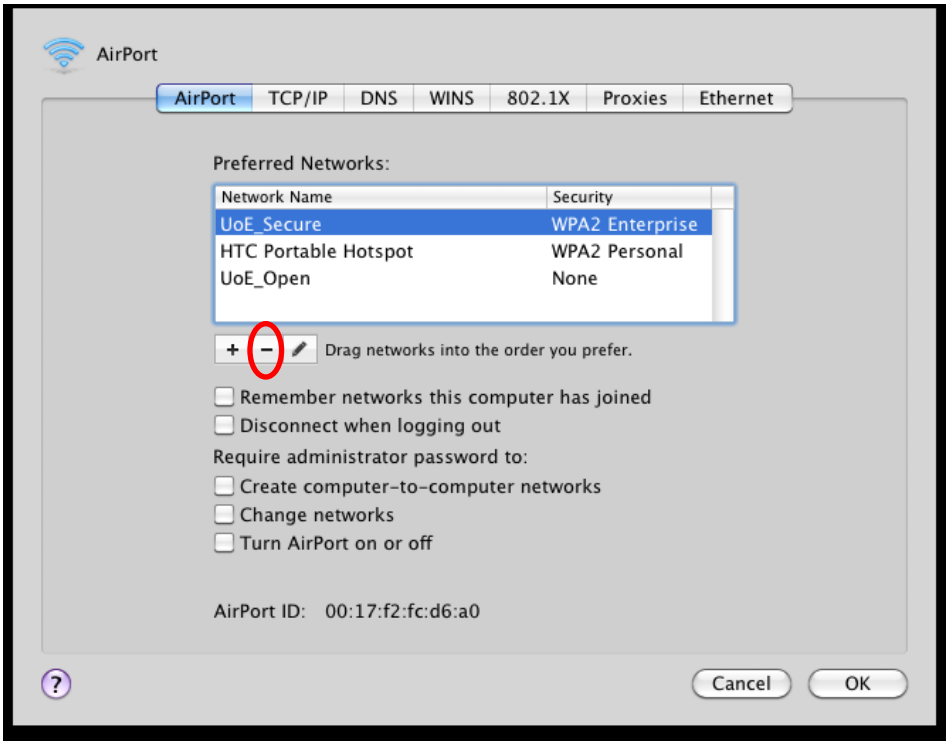



9. **Please repeat the instructions in Step 7 to remove any Exeter entries in the System key chain. (If there are any).**

10. **When you have done this close the Key chain and return to your Desktop.**

11. **On the top left hand side of the screen, click on the Apple Menu, click System Preferences and choose Network.**

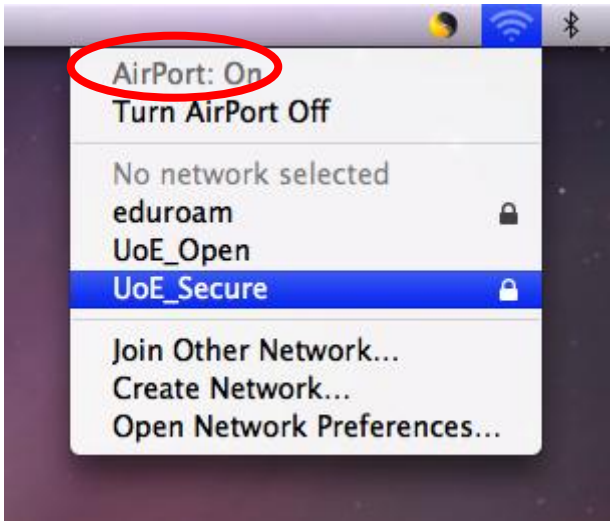
12. **Click on the Advanced tab. Under Airport remove the UoE Open and the UoE Secure Networks. Do this by clicking on the minus button below the available networks. Click on OK. (see below screenshot).**



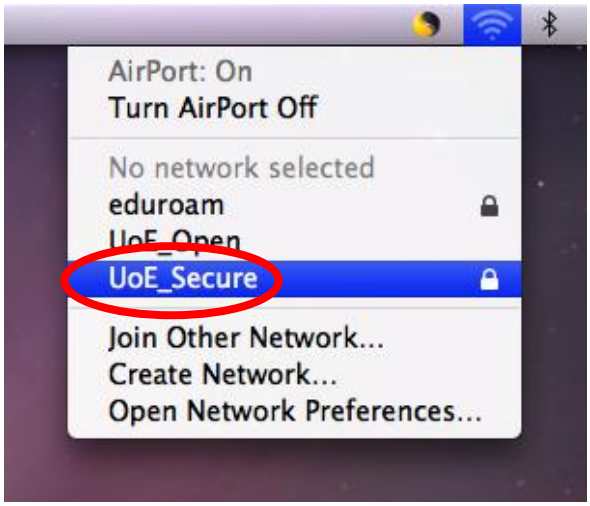

13. **The Mac should now be ready to connect to the UoE Secure network. To do this, please follow the steps in the below section. When connecting back up make sure that "Remember this network" is NOT selected.**

# Section 2: Connect your Mac to the UoE Secure Wireless Network

1. **Ensure that your AirPort is turned on: click the Wireless Icon at the top of your screen. Turn Airport on if it is switched off. (Airport is your wireless connection).**




2. **Select the UoE Secure Network if it is available. (otherwise select UoE Open)**

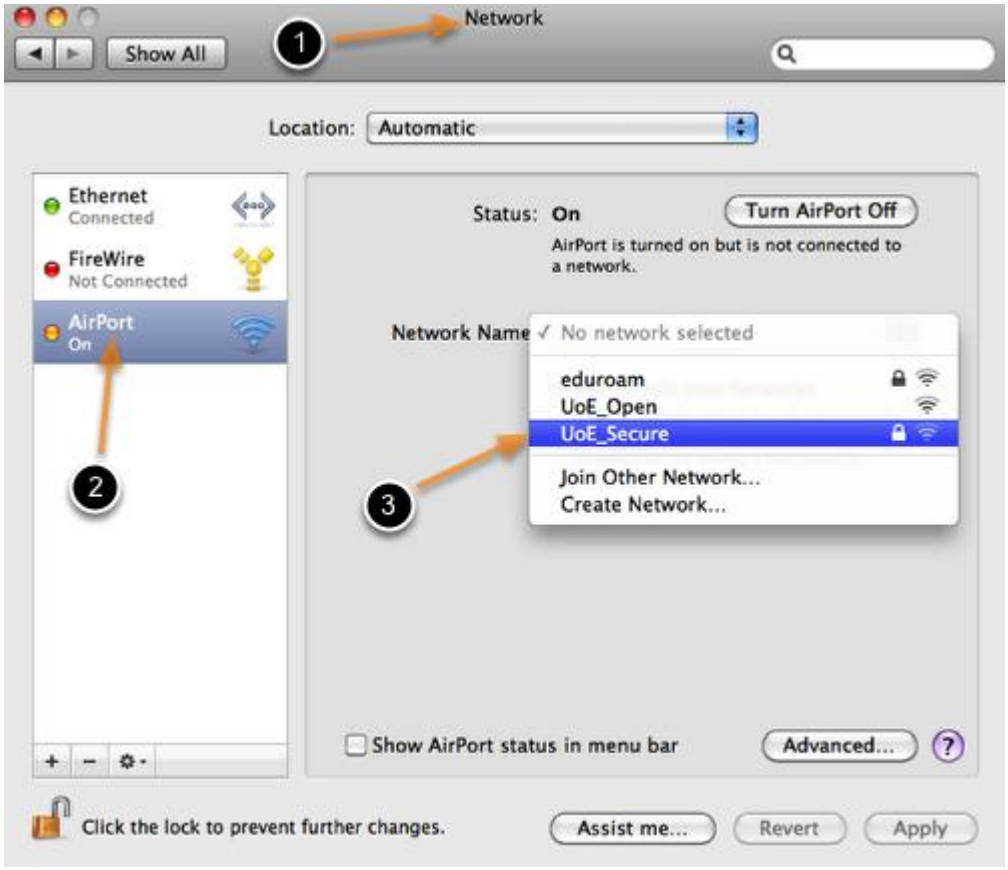



**Note:**

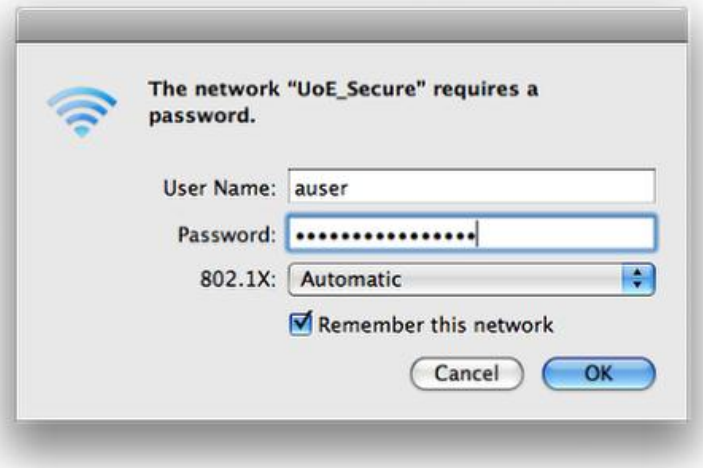
If you do not see the Airport icon on the right of the menu bar:

Click the Apple button on the top left hand side of the screen:

1. Open **System Preferences** and click on the **Network** icon
2. Select **Airport**
3. Click on the **Network Name** drop-down and choose **UoE_Secure**

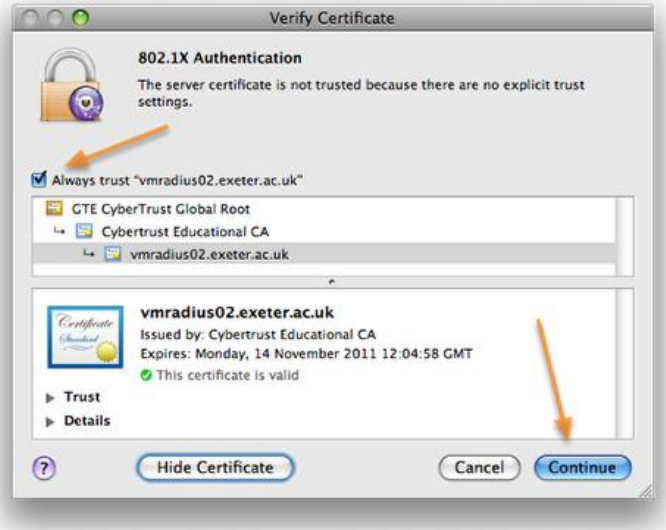



3. **When you select the UoE Secure Network you will be asked to authenticate. Please enter your Exeter University Username and Password. If you wish to connect automatically in the future click remember this network. (Do not "Remember the network" if you have been having issues connecting to the wireless network).**



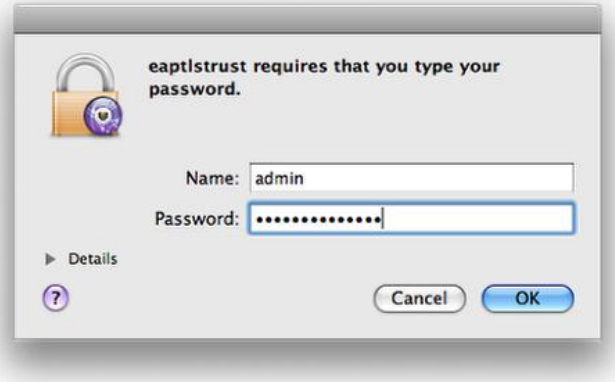

4. **You may have to accept the below server certificate.**
   **Click the Show Certificate button:**

5. **Check the Always trust… checkbox is ticked and then click Continue**




6. **You will need to log in with your admin account to make the changes to your Mac.**

**Note: You may be prompted to authenticate again with your Admin account:**




7. **After a few moments, the connection will complete and you can now use the network as normal.**

**If you have followed this guide and still cannot connect, please contact the IT Help Desk on:**

**01392 72 3934**